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**POLICIES & STANDARDS**

**Epiphany Learning Academy & Childcare Center**

**2160 N. Wauwatosa Ave.**

**Wauwatosa, WI 53213**

**Updated June 2016**

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# INTRODUCTION

These policies are a combination of standards and policies that have been described by the state and adapted by our facility in order to promote the most effective learning environment for your child. These policies are also implemented to ensure the safety of your child(ren). Not only do we want your child(ren) to feel safe while at Epiphany Learning Academy, but we want you as a parent or guardian to feel comfortable with the care we provide. Should you have any concerns, please feel free to meet with us directly.

## Who We Are

Epiphany Childcare Center is a premiere licensed day care facility, providing space for up to 50 children. We serve children between the ages of 6 weeks to 5 years on a full-time basis, and school age children up to 12 for before and after-school care, as well as during our summer program. We are open from 6:30 am until 6:00 pm, with the exception of certain holidays.

# EDUCATION

## Educational Philosophy

Epiphany Learning Academy and Childcare (known throughout this document as “Center” or “Academy”) is committed to provide care in a safe, nurturing, friendly, Christian environment. Our social learning and creative based curriculum will focus on language acquisition, physical, social, and emotional development.

During early childhood, children are given the opportunity to learn in different environments and settings through observation. Because children learn best through observation, it is our goal to provide our students with an atmosphere that is conducive to observing their environment, their teachers and fellow classmates.  This approach to education is called social learning.  Though there are many components that support the overall structure of our curriculum, social learning is its firm foundation. The component of social learning is then guided by the support of various teaching techniques and strategies such as reading, music/dance, creative expression activities, group games, and sensory tables.  Another component that supports a firm foundation in social learning is a positive behavior environment.  It is important for a child’s overall learning to engage in a positive atmosphere, which will be provided to all students through the use of Positive Behavior Support tools and strategies.  Our curriculum, together with small class sizes, will provide our students with a firm foundation to grow and develop the skills necessary for early childhood.  In addition, by utilizing multi-sensory and cross curricular learning strategies, our students will be able to access and connect with information through their various modes of intelligence.

We are dedicated to educating the whole child by cultivating each child’s God given gifts and talents, while encouraging them to be individual thinkers and thoughtful members of our school, neighborhood and religious communities.

## Goals

* Develop language skills activities include: books, writing materials, music, stories, games, finger plays, and poems.
* Develop large muscle skills activities include: balls, hoops, running, jumping, dancing and outdoor play.
* Develop small muscle skills activities include: puzzles, art and craft activities, manipulatives toys and blocks.
* Encourage creative expression activities include: dramatic play props, puppets, musical instruments, and movement activities.
* Encourage self-help skills children will learn to clean up after themselves, help with snack time preparation, have daily responsibilities, and dress themselves.

## Diversity

Epiphany Childcare Center is aware of our multicultural society and exposes children to enjoy other cultures and respect ethnicities through play, multicultural folk stories, and some exposure to other languages like Spanish or Greek (Think: Dora the Explorer type words and numbers, and shapes that come from the Greek numbers like Triangle and Octagon). Our center will provide a religious education component. Children will hear Bible stories both from the Old and New Testament, and have simple prayer before meals. We will recognize and celebrate the following holidays with stories, crafts, and occasionally parties: Thanksgiving, Christmas, New Year’s, St. Basil’s Feast Day, Valentine’s Day, President’s Day, St. Patrick’ Day, Good Friday, Easter, Earth Day, Cinco de Mayo, Mother’s Day, Memorial Day, Father’s Day, Independence Day/4th of July, Feast Day of the Mother of God/Virgin Mary (Aug. 15).

All staff will have training to ensure all developmentally appropriate practices (DAP) pertaining to cultural activities are considered and implemented with competency. These practices and supplemental information will be reviewed annually. In addition, all staff will receive continuing education in respect to culture, diversity and ethical practices of working within the early childhood field.

## Developmentally Appropriate Practices

What is a Developmentally Appropriate Practice (DAP)? Early Childhood educators must make many decisions in their everyday work, from selecting a book to read to deciding how to respond to a child’s questions. DAP means that when teachers make these (and other) decisions, they keep in mind:

* Age appropriateness (what most children of a given age can do)
* Individual appropriateness (each child’s skills, interests, and characteristics)
* Social and cultural appropriateness (children’s families, cultures, and communities

## Within the Classroom

All children are part of a community of learners in which everyone considers and contributes to one another’s well-being and learning. Children can choose to play and work in different learning centers (such as blocks, art, science and dramatic play). They also learn in small groups, listen to stories, meet as a whole group, explore their interests through projects, solve problems, take part in routines, and engage in many other intentional and spontaneous learning experiences. Each classroom will have a predictable (but flexible) daily schedule. You might see children building a block tower, helping to set up snack, taking a class walk around the neighborhood, or telling a teacher about their creations.

**Infant Room.** In the infant room, a parent/guardian can expect to see a space that is open, protected from hazards, have child height mirrors, cushions for relaxing, soft structures and toys appropriate for their age. At the time of enrollment, parents will have a detailed meeting with the director and/or teacher to discuss the normal home routine of the child. This will be noted on the intake form and kept on file within the infant classroom and front office. The teacher will make every effort to schedule feedings and naps as close to the routine as possible.

**Pre-School.** In the pre-school room a parent/guardian can expect to see children moving around different learning centers, such as a building area with blocks, an art area with paints, play dough and crayons, dramatic play center, a science and math area. Individuals can also expect to see small or large groups listening to a story, learning movement to a song guided by the teacher, learning during circle-time, practicing writing or drawing skills, or assembling a craft. Comprehensively, our DAP curriculum will also address the emotional, social, cognitive and physical domains of the whole child.

**School Age.** School age children will gather in classroom equipped with desks where they be given homework time and provided guidance by a teacher. School age students will also be given the opportunity to partake in crafts, interact socially with fellow classmates doing board games, small table activities including legos, puzzles, reading, play doh, etc. They will also be given time to participate in large group activities involving running such as kickball, basketball, games of tag, etc. Large group activities will take place both inside the gym and outside. These are a few examples of DAPs that will be incorporated both during indoor classroom time, as well as during outdoor activities.

## Curriculum

A standards based, thematic curriculum will be provided to all teachers as a framework in which to develop their own lessons. Each teacher will be required to develop and implement their own lessons each week. These lessons must be submitted to the Director by Thursday of each week in order to review content, in addition to making sure the teacher is provided with all appropriate materials. This curriculum will also include religious content. This content will be general biblical information and not specific to one denomination. However, some feast days and teachings recognized by the Orthodox community will be mentioned. These feast days include The Feast Day of the Theophany/Epiphany (January 6th), Pascha (varies each year) and the Nativity of Christ (December 25).

## Daily Schedule

Structure is important for all children. This helps them regulate their behaviors and emotions, and prepares them for the day! However, because children have varying needs, the daily schedule is created to be flexible. The schedule will also be adjusted according to the classroom, per developmental needs. Please also note that, diapering/potty time will occur as often as needed.

6:30 – 8:00 – Free Choice or Group Play

8:00 – 8:15 – Religion Lesson

8:30 – Breakfast served to students in individual classroom; free play after breakfast

9:00 – 10:00 – Lesson: letters, days of the week, months, weather, numbers, reading & daily lessons; Lessons may be lengthened for Pre-K3 and K4/5

10:00 – 10:15 – Snack

10:15 – 10:45 – Group 1: Art, Music or Science Corner: sensory or learning activities

11:00 – 11:45 – Group 1: Outdoor Play

10:15 – 11:00 – Group 2: Outdoor Play

11:15 – 11:45 – Group 2: Art, Music or Science Corner: sensory or learning activities

11:45 – 12:00 – Reading/ Preparation for lunch (washing hands, pottying, etc)

12:00 – 12:30 – Lunch

12:30 – 12:45 – Buggy Ride, Reading, Get ready for nap

12:45 – 2:45 – Nap Time (K 4/5 may begin their nap around 1:00)

2:45 – 3:00 – Wake up/Potty

3:00 – 3:30 – Snack

3:30 – 4:00 – Free Choice

4:00 – 4:30 – Group Activity Time (in gym or classroom)

4:30 – 5:00 – Gym or Outdoor Play

5:00 – 6:00 – Free Choice or Group: All groups 2,3,4, and 5 combined for free play and story time; school aged children on own schedule.

## Daily Schedule (School Age)

Children who arrive for afterschool care, Grades K-8, will be supervised by staff in areas that include tables to eat their snack, desks and a quiet room to do homework with a teacher that can help with questions and a gym for free play and large group activities. Our school age students will often be combined with our younger classes, while keeping appropriate teacher to student ratios. We believe that combining ages benefits the older kids to model maturity, empathy, and assist and teach the younger aged children. Younger age children love interacting with and learning from the older kids.

**AM Program**

6:30 – Sign in with Teacher

* Table Activities: cards, board games, homework, coloring, etc; these will occur until 7:30

7:30 – Circle Time: morning greeting & short lesson time

7:45 – 8:15 – Group Time: group activities either indoor or outdoor

8:10 – Clean Up; Leave to go to school

**PM Program**

3:30 – Sign in with Teacher

3:45 – Snack

4:00 – Free Choice

4:30 – Homework Time; Table Activity

5:00 – Group Activity

5:30 – Free Choice

6:00 – All children must be picked up

## Yearly Schedule

We are open Monday through Friday, from 6:30AM-6PM for the entire year. The Center will be closed on the following holidays:

New Year’s Day

Memorial Day

July 4th/Independence Day

Labor Day

Thanksgiving

Christmas Day

2 teacher In-Service/continuing education day to be announced in advance (NO credit will be given)

\* *Tuition will be pro-rated for weeks consisting of one of the above recognized holidays only.*

# ENROLLMENT PROCEDURES

## Enrollment Information

Parents interested in enrolling must meet with the Director to discuss their child’s specific needs and to review program policies. Parents will be given this “Policy Handbook” at this time. The following enrollment forms must be completed before a child can start at the center:

* Form DCF-62, “Child Care enrollment”
* Form DCF-44, “Health History and Emergency Care Plan”
* Form DCF-104, “Alternate Arrival/Release Agreement” (if applicable)
* Form DCF-60, “Child Health Report”
* Form DCF “Day Care Immunization Record”
* “Child Information Card” M-10
* Form DCFG-61 “Child Intake Under 2 Years” (if applicable)

The forms listed above will be kept in the child’s file and maintained accordingly.

The examination for a child under age 2 needs to be dated not more than 6 months prior to the first day of attendance. For a child age 2 and older, the examination must be dated no more than 12 months prior.

Physicals exams for children under 2 years of age will need to be updated every 6 months. Children over 2 years, will need to report updated exams every 2 years. **\*It is important for the health and safety of all children that your child(ren) be properly immunized.** This record will need to be on file within 30 days of the first day of attendance.

Children requiring specific needs will need to meet with the director prior to enrollment to discuss appropriate care. Children with specific requirement will be provided with Reasonable Accommodations under the American Disabilities Act. Teachers working with the child will be informed by the director about the child’s needs. If the Center and staff is unable to meet the needs of a child either physically or emotionally, and ‘Reasonable Accommodations’ cannot satisfy the child’s needs, then the parent will be referred to other community resources.

## Release of Children

Children will only be released to persons listed on the enrollment form. If anyone other than the child’s parent or person authorized on the enrollment form is to pick up the child, we will need to be notified in writing or by a phone call in advance. The person picking up the child will need to show a photo ID. If a parent or other authorized person arrives to pick up a child and appears to be intoxicated or under the influence of drugs, then all reasonable steps will be taken to prevent the person from leaving with the child, including offering to call a cab, or another contact person. While staff cannot legally withhold a child from the legal guardian, we will not hesitate to call the police if we feel the child is in danger. If there is a custody dispute, the Director must be informed and kept abreast of the situation and who has legal custody of the child. This must be documented in writing by the proper legal authorities.

## Discharge Policies

The Center reserves the right to terminate care for any child whose behavior threatens the safety of or causes harm/distress to other children or staff members. Additionally, the center may choose to discharge an enrolled child whose needs exceed what the care our staff is able to provide. Before any action is taken, the director will meet with the family to ensure all reasonable accommodations have been attempted. It is our goal to provide the most accommodating solution to any problems, before terminating care. Thus, this process may exceed six weeks, depending on the situation. Discussions with parents concerning problems will be documented in writing and kept in the child’s file. After three documented discussions with parents with no resolution, then care will be terminated. Termination will be communicated through a scheduled meeting and a written letter documenting the final date of care. The parent/guardian will be referred to other community resources and given one additional week to seek alternate care. Should disenrollment be necessary, no refunds will be given and there is no appeals process.

## Reasons for discharge include, but are not limited to:

* Failure to pay fees on time
* Repeated Failure to pick up the child at the scheduled time
* Failure to complete and return the required forms
* Inability of center to provide reasonable accommodations
* A child’s behavior that threatens the safety of or causes harm to others

Additionally, any parent, guardian, or child who is abusive, rude, or unreasonably uncooperative with staff or who will not abide by the policies will be subject to disenrollment.

## Withdrawal Policies

Though we would be sad to see you go, parents must give a 2 week written notice of their intent to withdraw the child(ren) from the Center. Any parent or guardian who feels the Center has discriminated against them based on race, sex, color, creed, political persuasion, national origin, ancestry, or sexual orientation or may want to appeal any administrative decision, the Director or Administrator may contact the Wisconsin Department of Children and Families.

# CENTER PROCEDURES

## Child Tracking Procedure

Parents or authorized adults are required to bring their children into the building and sign them in at the beginning of the day (documenting arrival time). Parents will also sign them out at the end of the day. Failure to do so will result in a $5 charge per incident. Your child must be documented every time at drop off and pick up per DCF Guidelines. This will be done on the Daily Attendance Record Form #DCF –F-2438 and will be kept in the hallway by the parent board. Times written on this log need to be specific – please do your best to write down the exact time.

Teachers will also maintain a child tracking sheet that will be kept with the teacher at all times. Attendance of each child will be recorded when they arrive and at intervals throughout the day. If a child is moved to another room, that will be noted on the tracking sheet of both the teacher who released the child and by the receiving teacher.

Upon leaving the classroom with all students, a teacher must always keep the tracking sheet with them. The tracking sheet, along with a first aid kit and emergency forms must be kept with the teacher during outdoor play. This must also be done during Emergency evacuations and drills.

## Reporting Absences

If a child cannot attend on a regularly scheduled day, a parent/guardian will need to relay this information **at least 48 hours in advanced**. If their absence is due to illness, this information should be relayed as soon as possible.

If a child does not arrive by the contracted start time and we have not been informed of their absence, then after 30 minutes, we will attempt to contact a parent/guardian to ascertain the child’s whereabouts. Each attempted contact will be documented.

## Confidentiality

To protect each family’s confidentiality, our Center will not share information about a child or a child’s family with anyone who is not authorized to receive this information. As a child care center, all staff are required to report any suspected abuse or neglect to the county’s Child Protective Services office at (414)220-SAFE(7233). This information will be documented in their file. Records are kept on file with the Director.

Should a child have special health care needs or allergies, information will be shared with the child’s teacher to ensure appropriate care. This information will be treated with confidentiality.

In compliance with federal civil rights law relating to persons with disabilities, our center is committed to a policy of nondiscrimination solely of the basis of disability status. We will never refuse to enroll a child on the basis of race, sex, color, creed, political persuasion, national origin, ability, ancestry, or sexual orientation.

## Reporting to Parents

Parents are welcome to visit at any time during the hours of operation unless prohibited by a court order (a copy of such an order must be on file at the Center). If there are issues or concerns that need to be discussed, parent/guardians should arrange a convenient time to talk with us on the phone or by other means of communication. To foster communication on a regular basis, the Center provides scheduled conferences, written newsletters, a parent bulletin board and daily conversations.

All visitors must provide current valid photo identification and will be accompanied by a staff member at all times. In addition teachers may request to see a parent’s identification card during the first couple days of their child’s enrollment; this is to ensure appropriate and continued safety precautions are taken while children are in our care.

Nap time is observed between the hours of 12:30 and 2:45PM. Because it is important for our little learners to be well rested, please take this into consideration and choose another time for visits. Most of our active learning takes place during the morning hours and perhaps may be the best time for a parent/guardian or visitor to come visit. We strongly encourage parent involvement and hope to see you as a visitor throughout the year.

Parents will receive a daily report about your child. This report includes information about eating, sleeping, toileting, fun notes about their day. In addition, all medications administered, accidents or injuries that occurred and observation of behavioral changes while at the center will be entered into the center’s medical logbook.

It will also be a part of the teacher’s morning process to observe the child as they arrive for the day. This is done to make sure that no additional injuries or marks were incurred during the child’s time at the center. Any questionable marks may be discussed with the parent at the time of pick up.

**Epiphany Illness Guidelines**

Please remember to have your child wash his of her hands when arriving at the center. Children who complain of not feeling well at the center will be checked for a fever and observed. If the child is free from a fever of 101.5 degrees(oral), is free from vomiting, diarrhea or excessive coughing and does not appear to be ill, the child will be sent back to class.

Children that become ill at the center or appear to have a communicable disease will be excused from school. If your child becomes ill at the center, we will make every effort to notify you immediately.

If a child becomes sick or seriously injured while at the center, parents will be contacted immediately. Sick children will be isolated within sight and hearing and the child should be picked up as soon as possible. A child must be removed from childcare center should the following symptoms appear: diarrhea, vomiting, rash, lice, or a fever of 101.5 degrees (oral). The child must be picked up within 1 hour either by a parent or emergency contact. Additionally, parent/guardians will be informed whenever their child was exposed to a communicable disease. All communicable diseases must also be reported to the public health department and our licensing specialist. ***REMINDER: SICK CHILDREN BELONG AT HOME, NOT IN THE CENTER. USE YOUR BEST JUDGEMENT TO HELP HEAL*** ***YOUR CHILDREN.***

We must ask that once a parent is notified that a child must leave the center, a parent or emergency contact person must pick the child up from the center within one hour. If children are so ill that they are unable to attend for more than 3 consecutive days, please call the center daily to report an absence. Students are not permitted to stay inside at outside time. If a student is well enough to come to the center, they will be considered well enough to participate in classroom and outside activities.

A child cannot attend the center if he/she has:

1. A fever over 101.5 degrees Fahrenheit (orally). The child should be fever free (without medication) for 24 hours before returning to the center.
2. Colored (yellow or green) drainage from the eye which generally indicates an infection. This would include Conjuctivitis (pink eye).
3. Bronchitis – This can begin with hoarseness, cough, and a slight elevation in temperature. The cough may be dry and painful, but gradually becomes productive.
4. Rashes. The exception to this would be if the doctor indicated that it’s not contagious.
5. Impetigo of the skin. Shows up as red pimples. These eventually become vesicles surrounded by a reddened area. When the blister breaks, an ulcer will form. These dry honey colored crusty lesion occur in moist areas of the body such as the creases of the neck, groin and under arm, face, hands or edge of diaper.
6. Diarrhea (three or more loose stools). The child should be free from diarrhea for 24 hours before returning to the center.
7. Vomiting. Children should be free from vomiting for 24 hours before returning to school.
8. Severe cold with fever, sneezing and nose drainage of green or yellow.
9. If a child appears sick without obvious symptoms. In this case, a child may look and act different, have unusual paleness or tiredness, irritability, lack of interest or unable to participate in activities.
10. Contagious diseases, such as but not limited to: Measles, Mumps, Chicken Pox, Roseola
11. If a doctor diagnoses a throat infection and places the child on an antibiotic, the child should not be brought in until he/she has been taking an antibiotic for at least 24 hours.
12. Oral Candidiasis (thrush). A child must be on treatment with an oral antifungal for 24 hours before returning to care.
13. Hand, Foot, & Mouth. A child must be free of blisters in the mouth, and blisters on the hands and feet must be crusted over before returning to care. If additional wounds appear after the crusted over wounds your child will not be allowed to stay in the center.
14. Lice. A child must be nit free before returning to care.

You may be required to provide a doctor’s note before your child will be allowed to return to the center.

## Medical and Injury Policies

When an injury occurs, appropriate response will be given in relation to the severity of the injury. For minor superficial injuries, appropriate tender loving care will be given to the child while treating the injury. Superficial injuries will be washed with soap and water, disinfected appropriately and covered with a bandage or treated with ice. Parents will be informed about minor injury at the time of pick up. For more serious injuries, staff is in trained in first aid and CPR and there is a first aid kit in the center and taken with on field trips outside of the center with sufficient supplies at all times. We will practice universal precautions when handling blood or bodily fluids. All staff will use disposable gloves. Surfaces touched by blood or bodily fluids will be washed and disinfected immediately, and all materials used to treat or clean injuries or surfaces touched by bodily fluids will be tied in a plastic bag and disposed of immediately. If there is need for emergency treatment, 911 will be called for the child to be cared for at the nearest hospital. The nearest hospitals to our facility are Froedert Hospital or Children’s Hospital. Parents will be asked to provide the name of their child’s doctor in the case that additional health consultants are needed. If professional medical attention is sought, an accident report will be filed with the Dept of Children and Families (DCF).

According to the Department of Children and Families Manual DCF 251.07 (6)(j)8 “A daily record of injuries shall be kept in the medical log book. The medical log book will be maintained according to DCF procedures as outlined in DCF 251.04 (6)(c) and as the explanation follows in DCF251.07 (6) (j)9 The director and administration will review logs every 6 months with staff to determine that all possible preventative measures are being taken. Injury logs are reviewed internally to help better train employees and monitor behaviors.

## Medications

The following conditions must be completed in order for our staff to administer medication to children within our center:

* Prescription and non-prescription will only be given if parents have completed the authorization form.
* All medicine must be in its original container, bearing the name, date of expiration, and instructions.
* Medication requiring refrigeration will be labeled and kept in the refrigerator.

Non-Medicinal products such as, sunscreen, insect repellant, lip balm and diaper creams will only be used when a signed authorization form is on file. The parent must supply these products, labeled with the child’s name.

Medications dispensed daily will be logged in a medical log book. Should the dispensing of medication be missed, these occurrences will be marked by placing a N/A in the log book. Each entry will be dated and signed by a staff member and will be reviewed by the Director every six months.

## 

## Specific Health Requirements

Should a child have special health needs such as dietary requirements or allergies, all staff working the child will be informed. These special requirements will be posted in a private area such as inside the cabinet door, the kitchen, or the teachers’ draw. When specialized equipment is needed, such as a nebulizer or Epi-pen, the child’s parent/guardian or a medical professional will train the staff in correct procedures.

## Child Guidance Policy/Behavior Management

Children’s behavior will be guided by setting clear limits and rules. Additionally organized programming, planned activities and materials, and class room arrangement will contribute to provide clear guidelines and promote positive and predictable behavior.

* We will talk with children about expected behaviors and model those behaviors consistently.
* Staff will use “positive” statements about behavior, for example “you need to walk” rather than “don’t run”.
* Undesirable behavior will be redirected to another activity. Behavior management will be for the purpose of helping children develop self-control, self-esteem and respect for the rights of others.
* A “Cool Off” period may be used following serious challenging behavior for children over 3 years of age.
  + Typically, a “cooling off” period will remove a child from an activity for a brief time (3 minutes) but still remain in the classroom within sight and hearing of the teacher. When the child calms down and is ready to rejoin the activity, then the child will be praised for completing the break. Taking a break is intended to be a response to conflict that stops the conflict, protects any victim, and provides a break for the child.

We understand that there will be times when a child will become distraught, fussy or will not stop crying. Our first action in these situations will be an attempt to determine the cause of distress. It may be related to a basic need such as hunger or comfort, or it may be that the child just needs some extra time and attention. Staff understands that crying is normal, and that all babies will have times when they cannot stop crying. At these times, staff will stay calm and will do whatever they can to the child in their care. Sometimes this may mean just allowing the child to cry for a few minutes and then trying again. However, there also may be times when we need your advice or assistance, and we won’t hesitate to call you if we feel that it is necessary.

## Prohibited Punishments Statement

We recognize that no single technique will work with every child, every time. If a child exhibits unacceptable behavior repeatedly, the teacher will request a conference with the parents to consider how to deal with the behavior. If the behavior continues, the next steps may include referrals to appropriate community resources. After appropriate attempts have been tried and additional care has been given, discharge of the child from care may be considered. In accordance to “Wisconsin Rules for Group Child Care Centers”, actions that are cruel, and humiliating, and actions that may be psychologically, emotionally, or physically painful, are prohibited. Prohibited actions include: spanking, hitting, pinching, shaking, slapping, twisting, or any other form of corporal punishment. Verbal abuse or derogatory remarks about the child or the child’s family are prohibited. Physical restraint such as binding or tying the child or enclosing the child in a small space like a closet is prohibited. Forcing or withholding meals, snacks, or naps; and also, punishing a child for a lapse in potty training is prohibited. These forms of punishment will never be used, even at a parent’s request.

## Biting policy

Biting is common behavior and not unexpected for young children, especially toddlers, in a group setting. Unfortunately, even with constant supervision, biting still occurs. When children are bitten, we recognize how upsetting it is for parents. Toddlers may bite for a variety of reasons but most of the time it is a result of frustration and inability to express themselves. When biting occurs we respond by 1)Tender loving care and help for the child who was bitten including washing the site with soap and water, and having the child who bit assist the teacher in applying the ice pack to the bite mark to teach responsibility for their actions and compassion. 2) Teach alternative ways to express frustration. 3) make necessary changes to our program to alleviate the possible reasons for biting. If the biter breaks the skin of another child they will be sent home for the remainder of the day and suspension may be considered.

## Diapering

We only accept disposable diapers to be used in our center. Parents will provide diapers and wipes. The soiled diaper will be disposed of in a plastic lined, foot-activated diaper pail. Any wet or soiled clothing will be tied in a plastic bag for parents to take home, the changing pad will be disinfected in a two-step process of sanitation (once to remove fecal matter and a second wiping to sanitize). Staff will wash their hands before and after changing of a diaper. Your child will also be expected to wash their hands after diapering or toileting. ***REMINDER: FAILURE TO PROVIDE THE APPROPRIATE ITEMS INCLUDING BACKSTOCK/EXTRA WHILE YOUR CHILD IS AT THE CENTER (DIAPERS, WIPES, BIBS, ETC), ADDITIONAL FEES WILL BE ADDED TO YOUR INVOICE.***

## Toilet Training

We will work with families to help ‘potty-train’ their little one. Because challenges may arise, it is expected that parent/guardians send at least 2-3 extra pairs of underwear and sets of clothing with your child to school. Any wet or soiled clothing will be tied in a plastic bag for parents to take home. The center will not attempt to potty-train children younger than 18 months.

## Rest or Naptime

All children younger than 5 years of age and receiving care for 4 or more consecutive hours will be provided resting time. Parents must provide a DCF approved sleeping bag/sleeping mat and pillow. All sleeping materials must be taken home every Friday or on the child’s last day of care to be washed and sanitized. These items must return with the child on the first day of the following week. If a child does not fall asleep after 30 minutes or awakens early, they will be allowed to participate in quiet activities such as coloring or reading, but must remain seated in their rest area.

## Line standing/Waiting time

Our experienced teachers will be utilizing various techniques for transitions so that children will not be waiting in lines for long periods of time; however standing in line and sometimes learning patience to wait is a life skill. Our teachers will lead the children in songs, finger plays, review alphabet and numbers, and simple exercises like marching in place or arm flexes. Organized wait time will help promote positive behaviors and happy children.

## Snow Days

Weather in Wisconsin can be extreme and unpredictable. In order to keep the children and staff safe, we may occasionally have a snow day. If road conditions are deemed too hazardous for children and staff to safely arrive at Epiphany we will notify families of closings through E-mail and through our Facebook page. Refunds will not be given for snow days.

## Outdoor Facilities

The Center’s outdoor facility includes a fenced in area covered in wood chips on which sits a small jungle gym appropriate for pre-school aged children.. Occasionally we may utilize the parking lot of the church facility for kids age 4-12 during the summer program (relay races, water balloons etc.). This area will be roped off with cones when in use and parents will be informed when this will be part of the programming.

## Clothing

Weather permitting; children will be given the opportunity to exercise their muscles outdoors, every day. In the event of inclement weather, children will play in the gym. Children will be kept indoors whenever the temperature is below 20 degrees including wind chill, if it is raining or if the temperature is above 90 degrees.

Being outdoors is very important for children. Please be sure to dress your child in appropriate clothing and send them prepared with weather appropriate garments. This includes jackets, mittens, gloves, scarves, boots, snow pants, etc.

## Field Trips

The Center may take field trips to locations such as the Wauwatosa Public Library, local parks, and other learning facilities that are within short walking distances from the center. Our center does not provide transportation. A field trip permission form will be sent home with each child for the parents to complete and return to the center, if there are any fees for the field trip they will be communicated at this time.. The teachers will take emergency information for each child every time the children leave the premises.

## Pets

Currently we have fish on the premises. If a new pet is added in the future, a notice will be posted to inform parents in advance and children’s allergies will be taken into consideration.

## Sanitation & Washing of toys

The building will be kept clean through daily custodial services including cleaning of common areas, classrooms and bathrooms, and the removal of garbage.

Toys will be washed and sanitized weekly by washing or sanitizing with a bleach solution or an approved hospital grade sanitizer. All tables, chairs and other surfaces will be cleaned every day before all meals and snacks, as well following all classroom table activities. This process of cleaning includes two steps: 1.) wipe down with soapy water, 2.) wipe down with a bleach solution or hospital grade sanitizer. Furnishings and classroom areas will be disinfected daily with the use of a bleach solution or a hospital grade sanitizer.

## Party and Invitation Policy

We love to acknowledge a child’s special day! You are welcome to bring in goody bags or store bought snacks or bakery items as long as they have an ingredient list since our teachers must be cautious about allergies. And since Epiphany does our best to be Nut- free, please do not bring in anything with nuts.

We know that children and their families often like to have parties; we also know that not all children are able to participate. If your child is having a birthday or holiday party, invitations must be given to the child’s teacher so the teacher may personally hand invites to another child’s parent. Children will not be allowed to discuss party plans at school. This helps prevent any hurt feelings that may occur. Please discuss this policy with your child so our Center remains a happy one.

## Photographs and Online Media

We love to capture moments when children are learning and having fun! These pictures will serve two purposes. The first purpose is to show you what your child’s day was like and how they engaged in learning. The second purpose is for potential promotional items, including our website, printed materials, and the Facebook page. These photos may also be used throughout the center and inside the classrooms. Because of the sensitivity of photographing children, we request that all parents fill out the “Permission to Photograph” form stating your preference. Thank you for your cooperation.

# FEE POLICIES

## Fees & Cost Structure

Our center enrolls any child regardless of disability, race, sex, color, creed, political persuasion, national origin, ancestry, or sexual orientation. To reserve a space or to be placed on a waiting list, the enrollment application and an annual, non-refundable registration payment of $50.00 must be turned in to the office. Additionally, all Wisconsin Department of Children and Family services forms will need to be completed in order to provide care for your child(ren): Day care immunization record, Child Health Report, Health History and Emergency Care Plan, and Child care Enrollment.

|  |  |  |
| --- | --- | --- |
| **DAYCARE** | | |
|  | **Infant/**  **Toddler**  **(6 weeks-29 mo)** | **Pre-School**  **(29 mo – 5 yrs)** |
| 5 Full Days | $260.00/ week | $230.00/ week |
| Single Full Day | $72.00/ day | $58.00/ day |
| Half Day \*\*  AM: 7:30 – 12:00  PM: 12:00 – 5:30 | $42.00/ day | $27.00/ day |

*\* Each half day program includes one meal and one snack.*

|  |  |
| --- | --- |
| **BEFORE & AFTER SCHOOL CARE** | |
| Pre-K4: 11:00 – 6:00 | $52.00/ day |
| AM Only: 6:30 – 8:30 | $70.00/ week |
| PM Only: 3:00 – 6:00 | $120.00/ week |
| Both AM & PM | $170.00/ week |

*\* Children in AM program may bring in their own breakfast. Children in the afternoon program will receive snack once they arrive.*

## Billing, Payment & Additional Fees

* $50.00 Non-Refundable annual registration fee, per child, is due at time of enrollment.
  + This can be applied to hold the child(ren)’s spot while making formal decision.
  + This fee is for both Daycare & Before/After School Care participants
* First month payment will be due at time of enrollment.
* Invoices will be sent monthly and need to be paid in a timely fashion by the due date. A late fee of $25 will be assessed to your invoice for each week you are late. We reserve the right to refuse service if timely payment is not paid and repeat offenses may result in the child being expelled.
* Any schedule change will be an additional $5 fee in addition to the daily fee
* If they enroll in a half day program, they can only drop off and pick up at the noted times. If they need to drop off earlier, or pick up later than those times, additional fees will apply.
* Drop in days will be allowed for registered children only. This will be available pending appropriate staffing arrangements can be made and ratios are maintained.
  + We will require at least a 48 hour notice.
  + Each child will be charged for an additional half day or full day, depending on the family’s regular schedule.
* Should a family be late making a payment, a $25.00 per week late fee will be applied to the next month’s bill.
* In the event a check is returned as NSF, a $30.00 fee will be charged to the next bill.

## Additional Notes

**Lunch:**

For students in the half-day program: If you would like your child to add additional time to your daily rate there will be extra cost applied depending on age and additionally the fee for lunch is $5. We should be informed of this 24 hours in advance so that we can prepare accordingly.

**Missed Payments:** After the first missed payment, parents/guardians will be given a warning. Upon the 2nd missed payment, a discussion with the parents will be held, in regard to future enrollment; Once a family misses a payment for the 3rd time, the child will be removed from the daycare facility until the family is able to make the needed payments.

**Discounts:** Families with more than one child enrolled in the center will receive a 10% discount. The discount will be taken off of the oldest child.

**Schedule Changes:** Changes to a child’s schedule must be provided to the facility 2 weeks prior to the date that the change will occur. Extenuating circumstances will certainly be considered. Schedule change fee of $5 will be applied per change issue.

**Late Pick Up:** If a parent does not pick up their child at the scheduled contracted time that was signed by the parent at the time of enrollment, then additional teachers will be called in. To offset this cost, a fee of $1.00 per minute will be charged to the families account.

**Early Drop off:**

You have selected your child’s schedule. We have organized our teacher ratios to comply with the time you have selected. Dropping off early affects the ratio therefore we may not be able to accommodate to be within DCF guidelines. If you require an earlier drop off, that is a schedule change and a fee of $5 plus the additional cost of adding time to the daily schedule. The schedule change fee will be applied per schedule change and must be given with 2 weeks notice so staffing schedules can accommodate the change. Additional fees will be applied to next month’s invoice.

**Vouchers(Vacation Credits):**

Up to 5 Vouchers (Vacation Credits) will be approved per child per year. Prorated based upon the number of contracted hours. Vouchers will be approved for use after you’ve been with the center for 3 months.; if your bill is current then you may be approved to use them. Vouchers will not be used for unanticipated abscenses and must be presented for approval at least 2 weeks in advance. Vouchers may not be used towards fees for a 2 week notice of termination.

If you are having difficulty with payment, please contact the administrative office and we will do our best to work with you to establish a different payment plan that is manageable for you.

# NUTRITION POLICY

## Nutrition

The Center will provide breakfast at 8:00 am, a morning snack at 10:00. Lunch will be provided at 12:00 pm and a final snack will be provided to all children at 3:00 pm after they awake from nap. The center will provide only healthy food items that meet the required servings and all food groups, and follow USDA requirements. Food will be prepared in our licensed and commercial grade kitchen using healthy ingredients. We follow appropriate portion measurements and follow all USDA guidelines. All food will be prepared or kept in our kitchen. All food will be stored properly using air tight containers, wrapped appropriately, labeled and kept in the refrigerator at the appropriate temperature. Kitchen will be kept clean and dishes washed properly.

All infant food items will be prepared by staff according to parent instructions. Children who require special menus, such as vegetarian, kosher, gluten-free, or have allergies such as peanut, soy, dairy, etc, will be allowed to bring meals to the center. These meals should be brought in tightly sealed lunch bags with the child’s name on it and will be stored in our refrigerators. Epiphany does our best to maintain a nut-free environment. Epiphany does share space with the church ministries and other volunteer groups. Please let us know if you have any concerns.

The monthly meal menu will be posted on the parent information board.

## Meal Time

To encourage learning, children will be given meal time jobs such as setting the table or helping prepare a snack in the classroom. Mealtime is always a good space for teachable moments, therefore staff will sit with the children to encourage appropriate social behavior and table manners (For example, “Please pass the macaroni”, “Thank you”, etc. Because our center is based on Christian values and incorporates Christian learning, a short prayer will be said before meals.

## Infant/Toddler feeding

All children under the age of one year will be fed only breast milk or formula. If a parent wants to substitute milk, then it can only be given under written instruction from the child’s health care professional. All families must provide and label their own bottles, formula, breast milk and special feeding supplies.

# CONTINGENCY PLANS

## Child Safety

Attendance will be kept in each classroom daily and arrival/departure times recorded. Teachers will know the names of each child and their whereabouts at all times. Emergency phone numbers such as, Children’s Hospital, Child Protective Services, Wauwatosa Fire and Police, Poison Control, and emergency person who lives within 5 minutes from the center that could be called in for additional assistance, will be posted in all children’s classrooms. Additionally, initial and alternate emergency contact information will be kept in a file in both the child’s classroom as well as the front office. In the event of a lost child, staff will check all areas of the center. If the child cannot be found, the child’s parent/guardian and/or emergency contact and the police will be notified immediately. The Department of Children and Families will also be notified within 24 hours.

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## Fire & Tornado

Fire and Tornado evacuation plans will be practiced monthly. The Director will document dates of drills and check smoke detectors weekly on a form provided by the state. In the case of an emergency that would require evacuation, children will be evacuated by staff through the nearest exit. The attendance form and list of phone numbers for all parents and emergency contacts will be taken out by the lead classroom teacher. Children will be assembled in the parking lot (on the Oakhill Ave. side) and appropriate police or fire department will be notified as well as parents and/or emergency contacts. In order to evacuate infants, the teacher will wheel them out of the building in a pack-n-play. In the event of a tornado warning, children will be taken to the women’s restroom which is an interior space with no windows. Blankets, a portable radio and flashlight, with extra batteries will be kept in the tornado shelter area at all times. Again the attendance form and emergency contact information for the children will be brought along by the lead classroom teachers. The assistant classroom teachers will take into consideration children with special needs and assist them personally by either holding their hand or carrying them along to follow evacuation procedures. The director will check the building and will give the “all clear” message.

In the case of severe weather emergencies, threats to the building or its occupants, flash flood, or loss of building services, the center will close. We will post the closing on our website and teachers will attempt to call or email parents.

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## Parent Information Board

We will post the following items for review at the front entrance on a Parent Information Board:

* License Certificate
* Stipulations & Conditions
* Exceptions & ExemptionsA Complete Copy of Operating Policies and Procedures
* A Copy of Licensing Regulations
* Emergency Evacuation Plan
* Fire Safety and Emergency Response Documentation
* USDA Guidelines and a Monthly Menu

Parents will also be notified of all important information via the parent information, board, monthly newsletters and emails as necessary.

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# SUPPLY LIST

## Parents will provide everything your child will need for care.

## Some suggestions are: (but not limited to)

-Two to three sets of extra clothing that is appropriate for the season. (Three sets if the child is potty-training.)

-Bottles of formula or breastmilk and infant food

-Diapers and wipes needed. ***REMINDER: FAILURE TO PROVIDE THE APPROPRIATE ITEMS INCLUDING BACKSTOCK/EXTRA WHILE YOUR CHILD IS AT THE CENTER (DIAPERS, WIPES, BIBS, ETC), ADDITIONAL FEES WILL BE ADDED TO YOUR INVOICE.***

-Any ointments, medications or items such as sunscreen

-One pillow, one approved DCF zippered sleeping bag or resting mat for naptime

* + Infants will not be permitted to sleep with stuffed animals, pillow or blanket due to potential choking hazards. However, swaddlers and sacks are ok for nap time.

## The Center will provide

* Snacks, water, and milk
* Lunch if your child is scheduled to receive it
* Extra Bedding for emergencies
* Extra Clothing for emergencies
* Extra diapers and wipes for emergencies

# STAFFING

## Staff and Volunteers

The Director will possess and maintain requirements listed on Appendix A.

Teachers, will have the following requirements listed on Appendix B

Assistant teachers and volunteers will possess the requirements listed on Appendix C

The Administrator will have the following requirements attached on Appendix D

The Chef will have the following requirements attached on Appendix E

## Benefits for Full and Part-time

Employees scheduled to an average of 35 or more hours for a 6 month period will be considered full-time. Employees scheduled to work 34 or less hours will be considered part-time. All staff will be paid an hourly rate, unless noted per a specific contract.

If necessary, Staff will eat with the children and will be paid during this time. A 15 minute paid break and /or 30 min unpaid lunch break will be given to employees according to your work schedule. Employees will record their break time on their time sheet and clock out during their break time and clock back in after. Time Clock fraud is considered a terminating offense.

Our Center will be closed on the following holidays: New Year’s Day, Memorial Day, July 4th/Independence Day, Labor Day, Thanksgiving, Christmas Day.

Two Teacher In-Service/continuing education days to be announced in advance. No credits to be applied.

Full time and Part-time staff will be given paid time off days based upon hours worked. Time Off Request Form must be submitted to the Director at least 2 weeks prior to date on which they are requesting off. Submitting the form does not be it is approved. Approvals may be made based upon seniority. Any employee who works an excess of 40 hours in a given week will be compensated with overtime pay. Employees who need to call in sick should contact the Director directly, as soon as possible. This must be done the night before, if possible. If not, this call must be placed by 5:30 am the morning of the employees schedule day of work. Excessive use of sick/personal days will be grounds for termination. Habitual tardiness is also grounds for termination.

## The Hiring Process

* Jobs will be posted online and in our church.
* All qualified applicants will be considered. Every applicant must submit a resume either via email or through online submission. An applicant must demonstrate that they are qualified or are able and willing to become qualified before hire.
* The interview will be conducted by the Director. A decision will be made by the Director and the Advisory Board.
* The Daycare Advisory Board has authority to hire and terminate employees.
* The onboarding process of each employee should take no longer than 2 weeks.

## Orientation and Training

Orientation of employees and volunteers will include the following and should be completed within 2 weeks from the date of hire:

* Review of Handbook and Policies
* Review Curriculum and classroom materials
* Completion of paperwork
* Observation within each classroom
* Review the licensing rule , 251.05(2)(a)1
* Review Center Contingency Plans
* Receive training on how to use the fire extinguishers
* Review First Aid procedures
* Review hand washing procedures, and universal precautions for handling bodily fluids.
* Understand job responsibilities
* Review the schedule of activities of the Center
* Understand how to use the Tracking Procedure to ensure all child care workers know the children in their care
* Review child management techniques
* Understand the procedure for sharing information and knowing when to keep information confidential
* Review of procedures to understand and reduce the risk of SIDS
* Review of Child Abuse and Neglect laws and reporting
* Know the procedure to contact a parent if a child is absent from the center without prior notification
* Understand confidentiality
* Be given information of any special needs children that will be under their care and understand the care involved for that child

If not completed to prior to employment each employee must receive CPR, First Aid, AED within the first 6 months of employment. Shaken Baby Syndrome and SIDS training will be completed on or before the first day of employment. The Director will make a staff file and keep current with required documentation, background checks, training certificates, continuing education, and all other items that concern the staff. The Director and Administrative Board will jointly maintain these files.

## Probationary Period

Staff will have a 6 month Probationary Period. During this time the Director will:

* Ensure that the employee has received appropriate training in order to perform the job successfully.
* Help the employee develop the skills needed to perform the job
* Confirm that the best qualified person was chosen for the position through at least 3 hours of observation.
* Foster a mutual understanding of expectations, standards of performance, and the evaluation process

## Performance Evaluations

Employees will receive a yearly performance review. Formal written coaching plans will be developed on an individual basis as needed.

## Reasons for Termination

You may be terminated for several reasons including, but not limited to, the following:

* Insubordination
* Threatening to harm another employee, parent, child or visitor
* Bullying or threatening statements made online, via text, on social media, through gossip etc. are grounds for termination.
* Providing inaccurate or false information during the hiring process or thereafter
* Threatening to harm or harming a child in any way
* Failing to provide children with appropriate supervision
* Failure to report incident properly to director and leader
* Habitual lateness
* Time clock fraud
* Excessive use of sick days
* Failure to fulfill training requirements or licensing requirements
* Any acts for which the Wisconsin Department of Children and Families requires termination of your employment

The employee is required to notify the licensee as soon as possible, but no later than the next business day, when any of the following occur:

* The employee has been convicted of a crime. The Center must notify the Wisconsin Dept. of Children and Families within 1 day of a finding of a crime or investigation.
* The employee has been or is being investigated by any governmental agency for any other act, offence, or omission, including an investigation related to the abuse or neglect or threat of abuse or neglect, to a child or other client, or an investigation related to misappropriation of a client’s property.
* The employee has a substantiated governmental finding against them for abuse or neglect of a child or adult or for misappropriation of a client’s property.
* A professional license held by the employee has been denied, revoked, restricted, or otherwise limited.

Caregiver Background Checks are required within 60 days of employment and every year thereafter. Staff must be on “The Registry” and fulfill registry requirements within 3 months.

## Training and Continuing Education

* All staff that works with children under 5 years of age, including substitutes and volunteers must have Shaken Baby training before employment.
* First Aid and CPR/ AED training for staff is required within six months of employment.
* Child Abuse and Neglect training is required for all staff every two years.
* Staff that is 20+ hours per week is required to have 25 hours a year of continuing education. Staff that is less than 20 hours per week is required to have 15 hours a year of continuing education.
  + Should a staff need to complete continuing education hours, they will be given time during their working hours to complete these hours whether onsite or offsite.
  + If an employee shows interest in receiving further training and education beyond the requirements, locations, services and classes will be provided to that employee.
* The Director will keep all staff records of continuing education in the staff files.
* The Director will run staff meetings every other month at a time that is convenient for the majority of the teachers. All staff members are expected to attend these meetings and will be paid for their attendance.
  + Staff members will be made aware of these staff meetings via email as well as in the staff’s information board.
  + Documentation of information discussed in each staff meeting will be recorded by a staff liaison who volunteers to be the Secretary for staff meetings.

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## Sudden Infant Death Syndrome (SIDS)

To reduce the risk of SIDS, staff will do the following:

Children under one year of age:

* Child will be placed to sleep on his or her back in a crib unless the child’s physician authorized another position in writing.
* Child will not sleep in a crib or playpen that contains materials such as sheepskins, pillows, fluffy blankets, bumper pads, or stuffed animals.

Children under two years of age:

* Cribs and playpens shall contain a tight-fitting mattress and any mattress covering shall fit snugly over the mattress. Waterbeds may not be used.
* Sheets or blankets will be tucked tightly under the mattress and shall be kept away from the child’s mouth and nose.

If a child falls asleep in a swing or car seat, the child will be removed from the swing or car seat and placed to sleep on his or her back in a crib.

## Dress Code

Staff will be expected to wear business casual attire. There will be special days where jeans and other clothing are permitted. Clothing should be clean, appropriate (not revealing, no rips or derogatory words etc) and not inhibit the ability to perform all duties necessary to teach, feed and play with the children. Closed-toed shoes are preferred. Staff is encouraged to wear clothing with the Center’s logo. The director may make further recommendations to staff about appropriateness of clothing.

## Social Networking Policy

Social networking is a very powerful way to communicate, allowing a single individual to reach literally millions of others instantly. We recognize that most of our employees are using social networking for personal and professional purposes. There are many pitfalls that exist in using social networking and the center has developed a policy to better protect our staff, teachers, students, contractors, school board, parents, volunteers, and partners. The complete policy is attached in Appendix X and should be signed by everyone who works with our center and kept on file by the Director.

## Contact information:

Advisory Board: Dino Dakolias, Diane Terry, Bob Gountis, Kiki Skoufis, Jennifer Pandelis

Contact : [epiphanylearningacademy@gmail.com](mailto:epiphanylearningacademy@gmail.com)

Tiffany Wolf, Director [epiphanydirector@gmail.com](mailto:epiphanydirector@gmail.com)

Sarah Tennessen, Assistant Director [epiphanyassistantdirector@gmail.com](mailto:epiphanyassistantdirector@gmail.com)

Victoria Bauman, Assistant Director [epiphanyassistantdirectors@gmail.com](mailto:epiphanyassistantdirectors@gmail.com)

## Appendix X: Social Media Policy

Families entrust their children to Epiphany Learning Academy and Childcare Center for pre-school, childcare, afterschool care and other youth programs. Our promise to these families is that we will provide a safe environment in which all participants are treated in a caring, honest, respectful and responsible way.

As an employee (either paid or volunteer), it is every staff member’s responsibility to avoid any inappropriate speech or behavior in the presence of our community members at all times. No one should have reason to be offended or embarrassed by Epiphany Academy’s staff’s speech, appearance or conduct.

The advent of personal web sites and blogs and other social networking (i.e. Facebook,

Twitter) as well as other forms of technology has increased our exposure and the risks to our reputation. For this reason, the Center has developed these standards of behavior in electronic and virtual public forums.

Your telephone answering message, voicemail, personal website, email address, text messages, blog posts and Facebook interactions are all accessible to the community at large. Therefore, they must be consistent with Epiphany’s promise to the families that have entrusted their children to our care.

Employees are responsible for the content of all text, audio or images that are placed or sent over the Internet. Fraudulent, abusive, profane, harassing or obscene messages are expressly prohibited. No messages with derogatory or inflammatory remarks about an individual’s or group’s race, religion, national origin, physical attributes or sexual orientation may be transmitted. Information transmitted should not violate or infringe upon the rights of others. If you choose to post a personal website, or to participate in social media, chat rooms or blogs, the following guidelines must be followed:

1. Epiphany Learning Academy requires that the staff does not initiate outside contact with members or program participants. Under no circumstances should an employee encourage access or provide access information to his or her personal website or blog to a teen member or program participant under the age of (18) eighteen.
   1. If you use Epiphany’s name (including names of camps or other programs) in any such communication, you should be especially careful to support and certainly not harm or ridicule our image or mission and it should be approved by the director or administrator prior to posting.
   2. Epiphany staff must show respect for the individual and avoid making defamatory statements about supervisors, employees, members, participants, clients, Church partners, affiliates and others including competitors.
2. Any personal website, blog or Facebook interaction should not contain commentary that violates Epiphany’s policies on harassment or discrimination.
3. You are solely responsible for any legal liability arising from or relating to the content from your personal website and/or blog.
4. If you are a group site administrator, you are forbidden from sharing your administrative login and password.
5. Any reference to Epiphany Learning Academy must include a disclaimer stating that the views expressed are yours alone and that they do not necessarily reflect the views of the Center.
6. If a member of the media contacts you about any Epiphany post or discussion thread, you are to forward the inquiry to the Director or Administrator.
7. Staff should promote the core values of caring, honesty, respect and responsibility in their speech and behavior at Epiphany Learning Academy, with the community and in any public forum.
8. Any information that is confidential to Epiphany Learning Academy should not be disclosed to any third party.
9. Unless specifically authorized by Epiphany Learning Academy, time spent participating in the above mentioned computer activities must not interfere with your job duties. Use of personal cell phones and smart phones is prohibited while on the job. If a manager determines that an employee is not working to their full potential because of personal misuse of technology, disciplinary action will be taken, which may include termination of employment.

I acknowledge that as an employee, I am a representative of Epiphany Learning Academy and Childcare. I recognize that my actions may positively or negatively impact Epiphany Learning Academy, thus I hereby agree to be bound by these rules during the period of my employment and also after my employment ends. I will not send, share or post e-mail, blogs, images, videos or content that is cruel, demeaning, disrespectful or intentionally hurtful to a member Epiphany Learning Academy or Sts. Constantine and Helen Greek Orthodox Church. I will not download, share, send or post material of a sexual nature, or which includes nudity, violence, drug or alcohol use, illegal actions, or any activity which is counter to our values.

Signature Date

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Printed Name

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**Acknowledgment of Policy Handbook - STAFF**

I have read through the policies and processes of Epiphany Learning Academy and Child Care and by signing this document, offer my acknowledgement and adherence to these policies as an employee of this company.

Signature Date

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Printed Name

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**Acknowledgement of Policy Handbook - PARENTS**

I have received a copy of the Policy Handbook for Parents provided by Epiphany Learning Academy and Child Care. This statement provides my acknowledgement and adherence to the policies described in this handbook. As a parent of this program, I agree to abide by all policies and processes accordingly.

Signature Date

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Printed Name

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## Organizational Structure

Parents are often discouraged when they attempt to communicate a problem, and it is not resolved adequately. This often occurs when information is told to the wrong person. To prevent that frustration, parents should be informed about the organizational structure of the facility and the expectation of where to begin the communication sequence regarding their child’s problem.

Parental questions involving the child should be directed to and answered by communicating directly with the Lead Teacher in charge of the class, whenever possible. Each situation should first be addressed at the initial level, with appeals moving on to the next level on the chain of command. In addition, should specific concerns for the care of a child need further guidance and direction, a conference with the Administrators or Center Director will be arranged.

The easiest way to communicate with a teacher, during the day, is via email. Should immediate response be needed, a parent should call the center and the phone call will be directed to the teacher.

The communication sequence should first be addressed at the initial level, with appeals moving on to the next level on the chain of command.

1. On Matters involving Care and Instruction:

1. Director- Tiffany Wolf (414)231-1400, [epiphanydirector@gmail.com](mailto:epiphanydirector@gmail.com)

2. Administrative Consultants

Diane Terry (414)759-7100 [diane.d.terry@gmail.com](mailto:diane.d.terry@gmail.com)

Kiki Skoufis (414)778-1555, [kkskf@sbcglobal.net](mailto:kkskf@sbcglobal.net)

Dr. Bob Gountis (414)778-1555, [info@drbobgountis.com](mailto:info@drbobgountis.com)

Jennifer Pandelis (414)949-1640, [jmpandelis@gmail.com](mailto:jmpandelis@gmail.com)

2. On Matters Concerning Facilities and Buildings and Grounds and Cleanliness:

1. Director- - Tiffany Wolf (414)231-1400, [epiphanydirector@gmail.com](mailto:epiphanydirector@gmail.com)

2. Daycare Board President

Dino Dakolias (414)778-1555, [cdakolias@yahoo.com](mailto:cdakolias@yahoo.com)

3. On Matters concerning Marketing:

1. Marketing Consultant

Diane Terry (414)759-7100 [diane.d.terry@gmail.com](mailto:diane.d.terry@gmail.com)

2. Daycare Board Image Consultant

Kiki Skoufis (414)778-1555, [kkskf@sbcglobal.net](mailto:kkskf@sbcglobal.net)

3. Administrative Consultants

Dr. Bob Gountis (414)778-1555, [info@drbobgountis.com](mailto:info@drbobgountis.com)

Jennifer Pandelis (414)949-1640, [jmpandelis@gmail.com](mailto:jmpandelis@gmail.com)

4. On Matters concerning Meals:

1. Director- - Tiffany Wolf (414)231-1400, [epiphanydirector@gmail.com](mailto:epiphanydirector@gmail.com)

2. Administrative Consultants

Dr. Bob Gountis (414)778-1555, [info@drbobgountis.com](mailto:info@drbobgountis.com)

Jennifer Pandelis (414)949-1640, [jmpandelis@gmail.com](mailto:jmpandelis@gmail.com)

# JOB DESCRIPTIONS

## Appendix A: Child Care Center Director

The Director is responsible for supervision of the planning and implementation of the daycare/preschool program at Epiphany Learning Academy & Childcare Center in Wauwatosa, WI. Additionally, the Director works to build rapport with parents and bring new families into the Center.

PRIMARY RESPONSIBILITIES

* Responsible for assuring that licensing rules are met.
* Work toward the state policies and goals of the center.
* Help each member of the staff develop as much of his/her professional capacities as possible.
* Responsible for coordination of educational curriculum of the center in cooperation with the staff.
* Responsible for ongoing program supervision.
* Schedule staff and classrooms.
* Assign workers to specific groups of children.
* Call in Substitutes, maintain ratios.
* Arrange parent conferences as needed.
* Conduct regular staff meetings in cooperation with the administrator.
* Help plan and attend parent meetings.
* Maintain inventory of supplies and equipment, and submit requests to the administrator.
* Attend professional workshops and meetings.
* Plan and conduct orientation training of new staff.
* Plan and develop staff in-service. Maintain staff development records.
* Be involved with the hiring process and evaluate staff.
* Help to keep the entire school attractive, sanitary, and orderly together with the other staff members.
* Foster cooperation relationships with staff, and other groups/church ministries using the building.

**Minimum Qualifications:**

* Be at least 21 years of age and have completed High school or its equivalent.
* Have at least 80 full days or 120 half days of experience as a teacher or assistant teacher in a licensed child care center.
* Prior to beginning work at the center, the Director must have completed at least one of the following training requirements:

**i.** Two non-credit department-approved courses in early childhood education and within one year of assuming the position, one course in the Wisconsin Child Care Administrator Credential or its equivalent.

**ii.** Two courses for credit in early childhood education and within one year of assuming the position, one course in the Wisconsin Child Care Administrator Credential or its equivalent.

**iii.** Forty eight credits from an institution of higher education with at least 3 credits in early childhood education and within one year of assuming the position, one course in the Wisconsin Child Care Administrator Credential or its equivalent.

**iv.** Certificate from The Registry indicating the person is on Registry Level 12 or above

**v.** One-year child care diploma from an institution of higher education.

**vi.** Associates degree in early childhood education or child care from an institution of higher education.

**vii.** Child development associate (CDA) credential issued by the council for early childhood professional recognition and within one year of assuming the position, one course in the Wisconsin Child Care Administrator Credential or its equivalent.

**viii.** Bachelor’s degree from an institution of higher education in early childhood education or child development or a license from the Wisconsin department of public instruction to act as a kindergarten, pre-kindergarten or early childhood (regular or special education) teacher.

* Complete at least 10 hours of training in supervision or personnel management within one year of assuming the position of center director, if the director has not previously received that training. The training may be counted as part of the annual continuing education requirement.

**Appendix B: Full-Time & Part Time Lead Teacher**

A Teacher at Epiphany Learning Academy & Childcare Center is responsible for planning and implementing the daily program for children within an assigned age group, promoting the social, emotional, physical and intellectual growth of the children under his/her care. They instruct the teachers and assistant teachers on the care that needs to be given and implementation on daily curriculum. They maintain classroom records and children’s age appropriate milestones. They update parents on the progress of their child on a daily basis while ensuring cleanliness and safety at all times.

**Duties and Responsibilities**

1. Develop and implement a structure curricular program based on both educational and faith based materials
2. Plan developmentally appropriate activities to supplement the daily program that will encourage each child's growth in the areas of social, emotional, physical and intellectual development.
3. Teach the class in a manner consistent with the philosophy and goals of the center.
4. Help children learn to think creatively, to solve problems independently, and to respect themselves and others.
5. Establish and maintain a safe and healthy environment.
6. Prevent injuries and handle emergencies, accidents, and injuries appropriately when they occur.
7. Treat children with dignity and respect by recognizing and considering the background, special needs, and interests, style and pace of learning of each child.
8. Utilize developmentally appropriate classroom management techniques
9. Maintain room arrangement appropriate for age group
10. Provide daily feedback to the parents and be available to communicate and work with parents as needed.
11. Maintain strict confidentiality regarding children, parents, staff and any school business.
12. Keep records of children's development.
13. Assist with preparing meals and snacks, feeding children and modeling table manners
14. Assist with diaper changing when needed.
15. Practice basic health screening of children on a daily basis i.e. injuries, marks, fevers etc.
16. Supervise staff assigned to assist with daily group activities to ensure well-being of each child in the group is maintained.
17. Keep educational materials, equipment and the general room environment neat, safe and clean.
18. Perform all State licensing requirements, policies and procedures.
19. Promote and maintain an appropriate and professional rapport and working relationships with other staff members.
20. Participate in all staff training sessions, meetings and programs and continuing education requirements.
21. Maintain professional conduct when working with families and staff, as well as visitors and the general public.
22. Supervise teachers and assistant teachers assigned to assist with daily group activities to ensure well-being of each child in the group is maintained.

**REQUIREMENTS:**

* Be at least 18 years of age and have completed high school or its equivalent.
* Have at least 80 full days or 120 half days of experience as an assistant child care teacher in a licensed child care center or other approved early childhood setting.
* Prior to assuming the position, a person hired to be a child care teacher shall be qualified by having completed one of the following:

a. Two non-credit department-approved courses in early childhood education.

b. Two courses for credit in early childhood education or its equivalent from an institution of higher education. Note: Introduction to the Child Care Profession and Skills and Strategies for the Child Care Teacher are the names of the non-credit courses approved by the Department to meet the entry level training requirements for a child care teacher.

c. Certificate from The Registry indicating that the person is qualified as a lead child care teacher.

d. Forty-eight credits from an institution of higher education with at least 3 credits in early childhood education or its equivalent.

e. A one-year child care diploma from an institution of higher education.

f. An associate degree in early childhood education or child care from an institution of higher education.

g. Child development associate credential issued by the council for early childhood professional recognition.

h. Certificate from American Montessori Society

i. A bachelor degree in education from an institution of higher education or a license from the Wisconsin Department of Public Instruction to act as a teacher.

j. Certificate from the bureau of apprenticeship standards as a child development specialist.

**Appendix C: Full-Time & Part-Time Teacher**

A Teacher at Epiphany Learning Academy & Childcare Center is responsible for implementing the daily program the lead teacher has set for children within an assigned age group, promoting the social, emotional, physical and intellectual growth of the children under his/her care. They maintain classroom Child Tracking sheets and Daily Reports. They will also update parents on their child’s day; and ensuring classroom cleanliness and child safety at all times.

**Duties and Responsibilities**

1. Assist the lead teacher with implementing the daily program Teach the class in a manner consistent with the philosophy and goals of the center.
2. Help children learn to think creatively, to solve problems independently, and to respect themselves and others.
3. Establish and maintain a safe and healthy environment.
4. Prevent injuries and handle emergencies, accidents, and injuries appropriately when they occur.
5. Treat children with dignity and respect by recognizing and considering the background, special needs, and interests, style and pace of learning of each child.
6. Utilize developmentally appropriate classroom management techniques
7. Maintain room arrangement appropriate for age group
8. Provide daily feedback to the parents and be available to communicate and work with parents as needed.
9. Maintain strict confidentiality regarding children, parents, staff and any school business.
10. Keep records of children's development.
11. Assist with preparing meals and snacks, feeding children and modeling table manners
12. Assist with diaper changing when needed.
13. Practice basic health screening of children on a daily basis i.e. injuries, marks, fevers etc.
14. Supervise assistant teachers assigned to assist with daily group activities to ensure well-being of each child in the group is maintained.
15. Keep educational materials, equipment and the general room environment neat, safe and clean.
16. Perform all State licensing requirements, policies and procedures.
17. Promote and maintain an appropriate and professional rapport and working relationships with other staff members.
18. Participate in all staff training sessions, meetings and programs and continuing education requirements.
19. Maintain professional conduct when working with families and staff, as well as visitors and the general public.

**REQUIREMENTS:**

* Be at least 18 years of age and have completed high school or its equivalent.
* Have at least 80 full days or 120 half days of experience as an assistant child care teacher in a licensed child care center or other approved early childhood setting.
* Prior to assuming the position, a person hired to be a child care teacher shall be qualified by having completed one of the following:

a. Two non-credit department-approved courses in early childhood education.

b. Two courses for credit in early childhood education or its equivalent from an institution of higher education. Note: Introduction to the Child Care Profession and Skills and Strategies for the Child Care Teacher are the names of the non-credit courses approved by the Department to meet the entry level training requirements for a child care teacher.

c. Certificate from The Registry indicating that the person is qualified as a child care teacher.

d. Forty-eight credits from an institution of higher education with at least 3 credits in early childhood education or its equivalent.

e. A one-year child care diploma from an institution of higher education.

f. An associate degree in early childhood education or child care from an institution of higher education.

g. Child development associate credential issued by the council for early childhood professional recognition.

h. Certificate from American Montessori Society

i. A bachelor degree in education from an institution of higher education or a license from the Wisconsin Department of Public Instruction to act as a teacher.

j. Certificate from the bureau of apprenticeship standards as a child development specialist.

**Appendix D: Full & Part-Time Assistant Teachers**

An Assistant Teacher will be expected to perform many of the duties that teachers are required to perform such as implementation of developmentally appropriate program activities as well as promoting the social, emotional, physical and intellectual growth of the children under his/her care. They maintain classroom Child Tracking sheets and Daily Reports. They will also update parents on their child’s day; and ensuring classroom cleanliness and child safety at all times. An Assistant Teacher is directed by the Lead Classroom teacher and assists the all other teachers in the duties of a classroom. Assistant teachers may be requested to support other classrooms and will be cross-trained to provide care for all age groups.

**Duties and Responsibilities**

1. Assist the lead teacher with implementing the daily program
2. Teach the class in a manner consistent with the philosophy and goals of the center.
3. Help children learn to think creatively, to solve problems independently, and to respect themselves and others.
4. Establish and maintain a safe and healthy environment.
5. Prevent injuries and handle emergencies, accidents, and injuries appropriately when they occur.
6. Treat children with dignity and respect by recognizing and considering the background, special needs, and interests, style and pace of learning of each child.
7. Utilize developmentally appropriate classroom management techniques
8. Maintain strict confidentiality regarding children, parents, staff and any school business.
9. Assist with preparing meals and snacks, feeding children, modeling table manners
10. Assist with diaper changing when needed.
11. Practice basic health screening of children on a daily basis i.e. injuries, marks, fevers etc.
12. Keep educational materials, equipment and the general room environment neat, safe and clean.
13. Perform all State licensing requirements, policies and procedures.
14. Promote and maintain an appropriate and professional rapport and working relationships with other staff members.
15. Participate in all staff training sessions, meetings and programs.
16. Maintain professional conduct when working with families and staff, as well as visitors and the general public.

**REQUIREMENTS:**

* Must be at least 18 years of age
* Approved Shaken Baby Syndrome training
* Approved CPR and First Aid training
* Complete one course in early childhood education within 6 months of being hired.
  + Note: “Introduction to the Childcare Profession” is the name of the non-credit approved course. Or a course for credit in Early Childhood education, or has completed an approved assistant childcare teacher training program.

## Appendix D: Administrator

**Summary:** Responsible for planning, developing, and administering Epiphany Learning Academy and Childcare and its program. Ideally, the Director and Administrator are the same. Must have “The Registry” Credential for being an Administrator and a level 14.

**Duties and Responsibilities:**

* Responsible for meeting licensing rules, especially sections on organization and administration, physical plan, and personnel except orientation and in-service.
* Responsible for the registration and intake of every child enrolled and answering parental questions regarding the policy handbook
* Attend professional workshops and meetings whenever possible.
* Select, care, and maintain equipment and materials in cooperation with the program director.
* Have weekly individual conferences with program director.
* Complete necessary duties and paperwork in regard to application and renewal of license
* Responsible for administrative aspects; e.g., taxes, social security, statistical reporting, insurance, utilities, payroll, office supplies, etc.
* Keep appropriate records and files.
* Establish, update and collect fees; Work with families on establishing appropriate payment plan as needed
* Assist board with budget development and be fiscally responsible for executing the budget
* Present a monthly financial statement to the Board
* Function as a liaison between the staff and the Board.
* Responsible for overall maintenance of physical plant, safety, upkeep, sanitation, fire inspections.
* Recruit, hire, and dismiss staff. Selection of staff will be in cooperation with the program director and/or Board.
* Maintain close touch with the community to foster understanding of the day care program and needs.
* Maintain cooperative and mutually helpful relationship with educational institutions and related groups such as 4-C, WECA, State Administrators Association.
* Participate in regular weekly meetings with each other and correspond by phone and email.

**Supervision**

The administrator will report to the Board of Directors.

## Appendix E: Food & Nutrition Manager

The Food and Nutrition Manager demonstrates professional behavior and promotes positive relationships with children, parents, staff, and others to build support for Epiphany Academy’s food service program.

**Duties and Responsibilities**

* On-site production, service, and clean-up of the meal program
* Maintaining a clean, safe work environment, using proper sanitation principles in food handling and equipment use
* Practice proper food preparation, food handling and display/marketing techniques that assure the food makes a positive and appetizing impression on our young clients and their families.
* Maintain proper records of children with special health or nutrition needs
* Be aware of appropriate procedures pertaining to allergies
* Follow appropriate procedures pertaining to inventory, controlling food waste, budget costs, and comply with federal guidelines.
* Promote healthy eating and demonstrate a positive food service image

**Qualifications**

* At least 18 years of age and a high school diploma or equivalent.